

In the Specification:

Please replace the last paragraph on page 3 and continuing to the first three lines of page 4 of the original specification with the following replacement paragraph:

In general, the e-mail server 30, instant messaging server 32, chat room server 34 and VoIP server 40 may be provided for the routing of information between clients 12, 14 and agents 20, 22. Contacts from clients 12, 14 may be coupled to the contact center 18, for example via an internet 16 as shown, detected by the contact center 18 and assigned to an agent 20, 22. The detection of the contact and assignment to an agent 20, 22 by the contact center 18 and the routing of information between the client 12, 14 and agent 20, 22 are handled in a manner that is transparent to the client 12, 14.